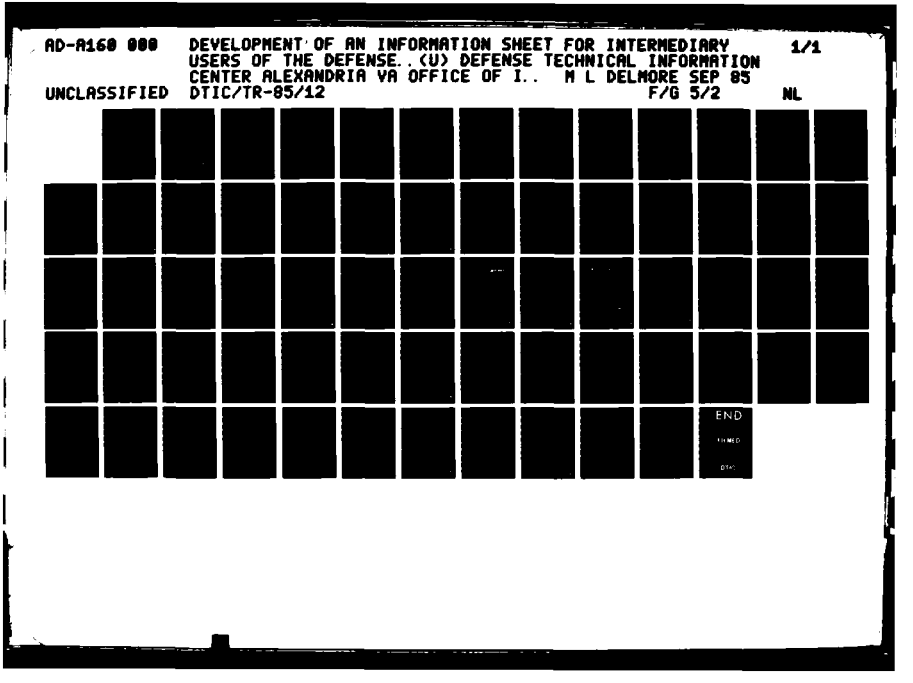
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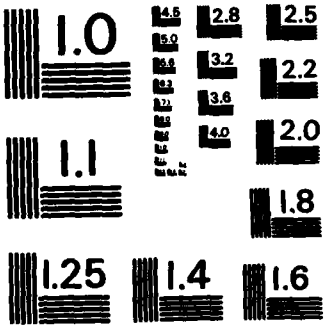

DTIC/TR-85/12 AD-A160 000

AD-A160 000

Development of an Information Sheet for Intermediary Users of the Defense Technical Information Center's Defense RDT&E Online System

SEPTEMBER 1985

Office of Information Systems and Technology
Defense Technical Information Center
Cameron Station
Alexandria, VA 22304-6145

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Concurrent with the growth and development of online databases is the increasing size of the online user population. A continual need exists to investigate new ways to be of service to and communicate with the online user. This paper discusses the development of a search aid based on a current topic for intermediary users of the Defense Technical Information Center's (DTIC's) Defense RDT&E Online System (DROLS). This product is a bimonthly information sheet emtitled CURRENT TOPICS FOR DROLS SEARCHERS. Although some of the ideas discussed may be applicable to end users, the research focused on the DROLS intermediary user. Keywords:

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ABSTRACT

Concurrent with the growth and development of online databases is the increasing size of the online user population. A continual need exists to investigate new ways to be of service to and communicate with the online user. This paper discusses the development of a search aid based on a current topic for intermediary users of the Defense Technical Information Center's (DTIC's) Defense RDT&E Online System (DROLS). This product is a bimonthly information sheet entitled CURRENT TOPICS FOR DROLS SEARCHERS. Although some of the ideas discussed may be applicable to end users as well, the research focused on the DROLS intermediary user.

INTRODUCTION

Concurrent with the growth and development of online databases is the increasing size of the online user population. A continual need exists to investigate new ways to be of service and to communicate with the online user. This paper discusses the development of a search aid for intermediary users of the Defense Technical Information Center's (DTIC's) Defense RDT&E Online System (DROLS). This product is a bimonthly information sheet entitled CURRENT TOPICS FOR DROLS SEARCHERS. Although some of the ideas discussed may be applicable to end users as well, the research focused on the DROLS intermediary user. The intermediary user may be defined as the person specializing in providing online searching services to a group of patrons with varied interests. The intermediary is often a librarian. The end user is typically a professional in a given discipline; if the end user were to perform online searching it would be related specifically to his discipline.[1] The purpose of this information sheet is to provide intermediaries with a search strategy aid based on a current topic which would be useful in searching DROLS. This aid would reveal the breadth of DROLS and also show various ways to search the DROLS Technical Reports (TR) file. This tool would be designed specifically for intermediary users of DROLS. DROLS is a complicated system, and an information sheet would inform and assist the intermediary user.

The development of an information sheet involved five phases: (1) examining a variety of current awareness publications and search aids, (2) deciding on the market and developing the test product, (3) conducting a study of DROLS intermediary users to determine the utility of the proposed information sheet, (4) refining the information sheet and testing it on the

selected market, and (5) evaluating the product with members of the selected market.

BACKGROUND

The "information revolution" has brought many changes to libraries; one major change is the proliferation of online databases now available to the intermediary user as possible sources of valuable information. Current awareness services of various types play an increasingly important role as efforts are made to look for positive ways to get the attention of the intermediary user, and to help utilize online databases more effectively. Current awareness service provided by a database producer can influence the intermediary's choice of which database to use. This communication, between database producer and database user, is desirable and necessary from a service viewpoint. Also, appropriate use of the product or products of a database ensure its maintenance and future growth.[2]

Current awareness services can be broadly defined as those services designed to make users aware of information, particularly in the user's subject field(s), that has recently been received or identified by various information units. For this purpose products are issued at variable intervals -- weekly, biweekly, monthly, bimonthly, quarterly, etc. These services anticipate specific needs by drawing the attention of users to developments in their field(s) of interest. These services play a vital role in updating the technical, scientific and managerial knowledge of their users.[3]

The scope of the current awareness field covers a wide variety of products. It is not the purpose of this paper to provide a detailed survey of this field, but it is necessary to briefly discuss the various approaches to current awareness services in order to describe the dynamic environment in which information providers work. Within individual libraries, intermediaries provide basic current awareness services such as the

circulation of the following: "new accessions" lists, xeroxed tables of contents from selected periodicals received in the library, or commercial publications such as Current Contents which present the tables of contents from numerous periodicals in broad subject areas. This is current awareness in its broadest sense.

Profile-Based Services

These libraries will usually also provide an individualized type of current awareness services through the use of Selected Dissemination of Information (SDI) computer-generated profiles. Profiles for SDI services are typically designed to cover specific areas of interest. Examples of commercial vendors who provide SDI services are DIALOG, Bibliographic Retrieval Services (BRS), and System Development Corporation. Examples of database producers who provide profile-based services are Engineering Information, Inc., the National Library of Medicine, and the U.S. Department of Energy.

DTIC provides several current awareness services. Current Awareness Bibliography (CAB) and Recurring Reports are examples of SDI products provided by DTIC. CAB, on a biweekly basis, matches a subscriber's interest profile against DTIC's newly accessioned technical reports. Recurring Reports (Work Unit and Independent Research and Development (IR&D)) are compilations of management database records and are sent monthly, quarterly, semiannually, or annually to subscribers according to their interest profiles. DTIC also provides a further step in individualized services through Automatic Document Distribution (ADD). ADD is a profile-based service in which microfiche copies of newly-accessioned technical reports are sent biweekly to subscribers. These microfiche are provided at a greatly

reduced price.[4]

Bulletins and Lengthy Newsletters

Another type of current awareness service is the subject oriented current awareness bulletin and newsletter. This type of publication provides abstracts of recent publications and may include features such as selected articles.

Several of the U.S. Department of Defense Information Analysis Centers (IACs) provide bulletins. Two of these bulletins are the NIAC Newsletter published by the Nondestructive Testing Information Analysis Center in San Antonio, Texas and the Current Awareness Bulletin (CAB) published by the Metals and Ceramics Information Center in Columbus, Ohio.

The National Technical Information Service (NTIS) publishes several abstract newsletters. Two examples are Library and Information Sciences and Materials Sciences.

The U.S. Department of Energy publishes several bulletins on a biweekly basis. Three of these are: Laser Research, Radioactive Waste Management, and Nuclear Fuel Cycle.

The National Cancer Institute, through its International Cancer Research Data Bank (ICRDB), publishes a series of monthly bulletins called CANCERGRAMS which provide the cancer investigator with abstracts covering narrow subject areas, such as "Cancer Detection and Management — Nuclear Medicine."

There are also current awareness bulletins and newsletters which use a current topic to attract the attention of the user but are primarily search aids which explain the strategies of searching on a particular database. An example of this type is Questel-A-Gram published by Questel, Inc.

Information Sheets and Brief Newsletters

A more recent trend has been the information sheet (often one page) or brief newsletter published by several database producers. These information sheets or newsletters which are distributed free of charge, are used to convey or highlight current information about the material in the database, and encourage use of the database and its products. Dena Gordon, a marketing specialist for Data Courier, Inc., a database producer, stated that this format is growing in popularity as a communication method, because it is "inexpensive to produce, timely, professional, flexible, non-threatening, and valued in the workplace."[5] The following four publications are examples of information sheets or brief newsletters. Examples of pages from these publications are found in Appendix A.

1. Output. Data Courier recently started to publish several information sheets (one page with double-sided printing) dealing with their databases. Output is published bimonthly. Using a current topic, it highlights a search question, discusses the search strategy, and lists selected citations. Its informative purpose is well-served by the one page concentration on a current topic. The review of search theory is also extremely helpful to the intermediary who is conducting online searches. In addition, this format is easy to save and to use for future reference. The intermediary can use the sheet in instances where the requester wants to know how a search is done or why it is done in a particular way.

2. Notes & Comments. Engineering Information, Inc., a not-for-profit information service, publishes Notes & Comments, an eight page newsletter, on a quarterly basis. Two pages are devoted to "Searching Highlights," a section which introduces search questions,

presents and analyzes the search strategy, and lists a few citations.

3. PTS Online News. Published by Predicasts, Inc., this newsletter devotes one of its four pages to analysis of a sample search and lists several citations. One page is used almost entirely for explaining enhancements to its databases.

4. PsychInfo News. This newletter, published quarterly by the American Psychological Association, is six pages. The "Search Samples" section covers two pages, briefly analyzes two searches, and lists some of the citations. This section is designed to be inserted into a notebook. The format is easy to read.

PROCEDURE

The process for developing the information sheet, CURRENT TOPICS FOR DROLS SEARCHERS, involved five phases:

1. Examining a variety of current awareness publications and search aids.

2. Deciding on the market and developing the test product.

3. Conducting a user study of the selected market to determine the utility of the proposed product.

4. Refining the product and testing it on the selected market.

5. Evaluating the product with members of the selected market.

Phase 1

During Phase 1, several newsletters, bulletins, and information sheets were examined. Several of these are described in the Background section of this paper. Some reproduced examples of pages from these publications are included in Appendix A. Several methods were used to obtain information on these publications. Initially, a literature search on current awareness methods was performed. This was very helpful in identifying sources of publications. Newsletters and bulletins distributed by the U.S. Department of Defense Information Analysis Centers (IACs) were obtained from Mr. Brian McCabe, DTIC IAC Program Office (DTIC-AI). Current awareness publications and search aids received in the DTIC Technical Library (DTIC-W) provided further examples. Several database producers were contacted by telephone to request copies of their publications. These sources included commercial as well as government database producers.

Phase 2

After examining a variety of current awareness publications and search

aids for intermediary and end users, the author began the development of an information sheet for the DROLS intermediary user. The intermediary user may be defined as the person who specializes in providing online searching services to a group of patrons with varied interests. The intermediary is often a librarian. The intermediary user was selected, because at this time DTIC does not provide an information sheet type product for the many intermediary users who search the Technical Reports (TR) file of DROLS. DTIC's CAB and Recurring Reports are current awareness products designed for end users.

The one page, double-sided format was selected, because it is both attention-getting and quick to read. It is easy for the intermediary to use, because it concentrates on one current topic. This feature also makes it easy to save for future reference, training purposes, or display purposes. The two-column format provides flexibility for rearranging materials. A one page information sheet is also inexpensive to print and to mail.

The purpose of this one page, bimonthly information sheet, CURRENT TOPICS FOR DROLS SEARCHERS, is to provide intermediaries with a search strategy aid based on a current topic which would be useful in searching DROLS. This aid would reveal to these users the breadth of DROLS and would also show them various ways to search the DROLS TR file. DROLS is a complicated system, and an information sheet would inform and assist the intermediary user.

In order to simulate a typical situation that an intermediary might encounter, the following sections were chosen for inclusion in the information sheet: current topic description, viable search request, search strategy used for the request, and partial listing of the results.

Contact was made with the Defense Logistics Agency, Office of Legislative and Public Affairs (DLA-B) to determine the guidelines for printing the proposed information sheet. If approved by DTIC's Administrator and the

Defense Logistics Agency's Publication and Audio-Visual Management Assessment Review Committee (PAVMARC), this information sheet could be printed at DTIC and distributed to DTIC's intermediary users with a cover letter. This information sheet would be considered as an enclosure to the letter. The information sheet could not have a date, volume number, or any graphics as it would then be considered a periodical publication.

Phase 3

A sample list of intermediary users was compiled from the February 1985 list of DROLS users. The author selected various technical libraries in the Army, Navy, Air Force, other Department of Defense (DoD), other government agencies, and contractor communities. No attempt was made to select equal numbers from each group nor was there an attempt to select numbers from each group which would reflect their representation in DTIC's user community. A total of 70 libraries was contacted by telephone between May 6 and May 24, 1985. Of those contacted, 66 were able to participate (see Appendix B). When the initial contact was made, the author asked to speak to a DROLS searcher. In many instances, the DROLS searcher was also a reference librarian. In several libraries, more than one staff member was a DROLS searcher.

A brief questionnaire, hereafter referred to as Questionnaire-1, was designed by the author and Ms. Carol Jacobson. Its purpose was to elicit comments from intermediary users regarding the utility of the proposed information sheet, to note current topics of interest in libraries, and to note the type of current awareness activities that libraries were using. A copy of Questionnaire-1 appears in Appendix C. Histograms and cross tabulations generated by the Statistical Package for the Social Sciences (SPSS) Batch System which show responses to Questionnaire-1 are included in

in Appendix D and Appendix E respectively.

Phase 4

After discussing the proposed information sheet with the intermediary users, the information sheet was further developed and refined. Input for deciding on a current topic was gathered by querying intermediary users, by checking the search-request log in DTIC's Demand Products Branch (DTIC-TOD), by checking recent requests for CAB profiles in DTIC's Special Products and Terminology Branch (DTIC-TOS), and by perusing defense-related journals. Terrorism was chosen as the topic to be used for the information sheet. Several intermediaries had suggested this as a subject. The many aspects of terrorism (i.e., tactical, technical, psychological) provide an example of a subject which could be requested by a variety of patrons.

To include a varied approach to the search strategy, the author referred to previous search strategies in the search-record files of DTIC-TOD, and met with a DTIC-TOD search analyst, Mr. Donald Gilliam, who is responsible for the selected subject area. The information sheet was further discussed with Mr. James DePersis who conducts DROLS training classes.

A word processor was used to type the text for the copy to be submitted to the printer. Margins were right and left justified for uniformity. The search strategy, two complete citations with abstracts from a Technical Report bibliography, and a listing of documents were reduced in size (65%) on the copier machine to better fit the one page, two-sided format. A point-of-contact and phone number were also included on the information sheet.

Color selection of paper and the actual printing of sample copies were the last steps before the information sheet could be mailed to the 66 intermediary users for comment. A copy of the information sheet appears in Appendix F.

Phase 5

A second questionnaire, Questionnaire-2, was designed to determine the reaction of intermediary users to the information sheet, CURRENT TOPICS FOR DROLS SEARCHERS. Each of the 66 users contacted in Phase 3 was sent a copy of this sheet. Due to time constraints, the intermediary users were contacted by telephone. These telephone calls were made between June 28 and July 5, 1985. By using the telephone, any questions could be answered immediately. This was helpful to both the author and intermediary user. A copy of Questionnaire-2 appears in Appendix G.

RESULTS

Questionnaire-1

Seventy of DROLS intermediary users were contacted during Phase 3. Of this number, 66 were able to participate and respond to Questionnaire-1. Table 1 shows the division of intermediary users according to type of organization.

TABLE I

INTERMEDIARY USERS DIVIDED BY TYPE ORGANIZATION

	NUMBER-INTERMEDIARY USERS	PERCENT OF TOTAL NUMBER
Army	21	31.8%
Navy	3	4.5%
Air Force	5	7.6%
Other DoD	3	4.5%
Other Government	4	6.1%
Contractor	30	45.9%

Of these 66 DROLS intermediary users, 12 characterized themselves as DROLS searchers, 5 characterized themselves as mainly reference librarians who did some searching on DROLS, and 49 characterized themselves as performing the functions of reference librarian as well as DROLS searcher.

Overall responses of the 66 intermediary users indicated an active level of participation in varied current awareness activities. Table 2 identifies five categories of current awareness activities and the number of libraries participating in each category.

TABLE 2

PARTICIPATION OF INDIVIDUAL LIBRARIES IN CURRENT AWARENESS ACTIVITIES

ACTIVITY	NUMBER OF LIBRARIES PARTICIPATING	% OF TOTAL PARTICIPATING
Publish own Accessions List	48	72.7%
Provide SDI Profiles	38	57.6%
Have Current Contents Subscription	30	45.5%
Receive and circulate NTIS Abstracts, Newsletters	35	53.0%
Receive and Circulate Other Abstracts, and Newsletters	59	89.4%

The majority of these participants viewed current awareness services as a valuable area warranting the devotion of time, and a service which benefits their patrons. Comments of the intermediary users included:

- o We have a limited staff but feel current awareness services really make us more efficient and therefore more helpful to our patrons.
- o With all the databases we can now access, more information on current usage of a database is always welcome.
- o We are heavy users of individual profiles from DIALOG and some from DTIC's CAB. Current awareness aids are useful for our staff.
- o I've noticed many databases publishing bulletins, and even though they take time to read, they are helpful and encourage searching.

Participants were also asked the number of times they performed literature searches in the DROLS Technical Reports (TR) file each month. Table 3 indicates the number of participants searching DROLS: 1-4 times per month, 5-10 times per month, 11-20 times per month, and over 20 times per month. When asked this question, many intermediaries remarked that an

information sheet would probably be useful to them. Comments of the intermediary users included:

- Such a publication would be very welcome. I hope you can do it. People out in the field need more information.
- As a new searcher, I lack expertise, so getting information on a current topic as well as a search strategy would save me time.
- Concrete examples of what is being searched now would give me more confidence. I like to see how others solve searching problems.
- This would probably be good for me, because I'm a new staff member and am trying to promote the use of DROLS to our users.

TABLE 3

DROLS TR LITERATURE SEARCHES PERFORMED MONTHLY

Number of Searches per month	1-4	5-10	11-20	over 20
Number of Intermediaries	23	11	9	23

Intermediary users were asked to name subject areas that they would like to see discussed in the proposed information sheet. Answers were varied and included technical and non-technical subjects. Some of the subjects suggested were:

- Airborne lasers
- Electronic countermeasures
- Ammunition storage and shipment
- Terrorism
- Professional military ethics
- Robotics
- Composite materials
- SDI (Strategic Defense Initiative)
- Underwater acoustics
- Underwater optics
- Artificial intelligence
- Africa - political implications
- Dual-career military couples
- Guided missile technology

Questionnaire-2

After the CURRENT TOPICS FOR DROLS SEARCHERS information sheet was sent to the 66 intermediary users, telephone contact was made for Questionnaire-2. Of the 66 intermediary users, 41 were contacted for comment. The remaining 25 intermediary were also contacted but could not be reached within the allotted timeframe.

Content Section

Question No. 1 focused on the overall benefit of the proposed information sheet: "Is this current topic sheet informative?" In response to this question, 35 intermediary users said yes, 2 said no, and 4 said it would be informative to them if it was directly related to their subject area. Also, four of these users indicated they would prefer current topics in their general subject area, but even if the topics were not in their area, the information sheet would still be helpful. The responses to Question 1 are shown in Table 4.

TABLE 4

INTERMEDIARY USERS OPINION OF INFORMATION SHEET

	NUMBER OF INTERMEDIARIES	PERCENT OF TOTAL
Informative	35	85.4%
Not Informative	2	4.9%
Informative Only if in Subject Field	4	9.7%

Some of the intermediary users comments concerning the informative aspect of this information sheet were:

- o Examples like this show the breadth of your database.
- o This sheet is informative even if not on my topic. Some ideas and strategies are transferable.
- o This is probably more useful to the newer searcher, and would make it eaiser for me to work with new searchers.
- o I don't use the system a lot, so this could save me time.
- o It would be reassuring for me to see current searches on a regular basis.
- o I'd show this to curious end users as well as other staff members.
- o My patron requests may never coincide with your selections.
- o It is important for DTIC to do this because of the many symbols and qualifiers in DROLS. This is a real favor.

Question No. 2 was not used, because many intermediaries commented on the amount of information provided when they were answering Question No. 1.

In response to Question No. 3, the reaction of intermediary users varied as to whether or not the search strategy should show DISPLAY and ORDER commands. Twenty-two users felt this was not necessary, thirteen indicated that this would be preferred; and six had no preference.

Format Section

In response to Question No. 1, the majority of users (27) felt the overall two-column format was easy to read. Several commented that the format was visually pleasing for this type of information sheet. Thirteen users said that the format did not matter and one user indicated a preference for a typical text format rather than the two-column format.

The response to Question No. 2, is not listed separately as users tended to answer this question when discussing Question No. 1.

In response to Question No. 3, most users (36) preferred to see the abstracts printed as they would appear in the actual Technical Report bibliography instead of the DROLS format which would take much more space on a one page information sheet. Five users indicated no preference.

In response to Question No. 4, 33 participants indicated that they would save this type of information sheet for future reference, 5 users indicated that they would save the information sheet only if it fell within the scope of their subject areas, and 3 users would not save the sheet. Several users commented that they would keep such a sheet in their "recurring searches file," and several commented that they would save it for new searchers. One intermediary user from a military school said that tools of this type could be displayed for students who must be aware of varied sources of information.

In response to Question No. 5, the majority of participants (26) indicated that the color of the information sheet, salmon pink, was pleasing, 11 indicated that color did not matter, and 4 would prefer a more neutral color. Several users said that the color was distinctive and would be easy to locate if misplaced. Some users stated that the color was good because it is unique and would aid in their filing and retrieving. Several stressed that once a color is chosen it should be used consistently.

In response to Question No. 6, 19 intermediary users would like to see an unfranked reply card included for making subject suggestions, 16 would prefer to call, and 6 felt either method was satisfactory. Many users stated that feedback is important in a project like this. One user felt that the economics of printing should be considered, and that most users would not use a reply card each time an information sheet was printed. Several users

preferred the more personal aspects of telephone contact. One user suggested using DROLS for making suggestions online.

Question 7 was not used. Many users gave suggestions while answering the above questions.

DISCUSSION AND EVALUATION

Intermediary users should have access to a wide variety of current awareness publications and search aids. Questionnaire-1 indicated that the 66 intermediary users were aware of and used a variety of current awareness methods. They are representative of the type of intermediary who is looking for new ways to serve the patron. Many database systems are now available for searching, and as this number increases, the intermediary faces an increasing number of choices.[6] Many database producers have been publishing newsletters and information sheets designed to be informative as well as to draw attention to the use of their database(s). Therefore, it is an appropriate time for DTIC to consider the development of an information sheet that will draw attention to the DROLS databases.

An information sheet can provide communication with the intermediary user. This process can be viewed as communicating information about searching current topics on the DROLS databases as well as demonstrating to users that DTIC cares about them and wants to provide a service to them. The numerical results of both questionnaires as well as the comments received indicate that this communication is desired and necessary.

With the emphasis that is now placed on communication with the users of a database, one could view an information sheet as a positive way for DTIC's Office of User Services (DTIC-V) to obtain feedback from intermediary users. During discussions with these users, it was evident that they felt feedback from the user to DTIC was valuable. Many intermediaries stated that they would prefer the personal contact of a phone call, and a point-of-contact and telephone number has been included on the information sheet. For those who prefer not to call, an unfranked reply card could be included at little added

cost. If this bimonthly information sheet were to originate from DTIC's Office of User Services (DTIC-V), feedback could also be used for DROLS training programs, and for planning sessions for the annual and regional DTIC Users Conferences. If a DTIC-V staff member was to be responsible for the production of this information sheet, it should be done in consultation with the staff in DTIC-V who provide retrieval training, as well as with the Demand Products Branch (DTIC-TOD), the Special Products and Terminology Branch (DTIC-TOS), and the Systems Design Branch (DTIC-SDD). It would be more efficient if the person managing the information sheet would coordinate a committee with a member from each of the above sections. The retrieval training staff in DTIC-V could provide valuable ideas on the problems of searchers and the DROLS databases. DTIC-TOD could supply expertise and experience on current search requests and search strategies. DTIC-TOS has constant contact with users regarding their current awareness profiles. This would be helpful for topic selection. DTIC-SDD could provide information on new DROLS implementations.

An additional benefit to the intermediary user is that this information sheet can be used as a training aid for new searchers. Also, some intermediaries stated that this would be helpful if the patron had a question about search strategy input or search results.

The emphasis on the intermediary user might be questioned, because the intermediary represents only one segment of the DROLS user population. DTIC has and will continue to have DROLS searchers who are not intermediaries. There are indications that there will be increasing numbers of end user searchers in the future.[7] Several intermediaries commented that they would make copies of this sheet to give to users who were interested in or curious about the online searching process itself. An alternative might be to

consider sending this information to all DROLS users. A future consideration might be an information sheet especially adapted to end users.

In producing an information sheet, DTIC must operate within the Defense Logistics Agency's guidelines governing publications.
This information sheet could be sent to intermediary users as an enclosure to a cover letter. It could not be considered as a newsletter or a bulletin. Therefore, no volume number, date, graphics, or designs such as a logo could be used. Also no pre-punched holes can be used to make it easier to insert in a notebook. This information sheet must first be approved by DTIC's Administrator and then by the Defense Logistics Agency's Publication and Audio-Visual Management Assessment Review Committee (PAVMARC) before it can be printed. If this information sheet were ever to be considered for approval as a periodical publication, it would have to go to the Periodical Review Committee, Office of the Secretary of Defense. This process can take approximately 6 to 9 months. At the present time it is considered very difficult to have a new periodical approved for publication.

For security classification reasons, this information sheet should contain references only to unclassified reports. This would enable the intermediary user to use or to circulate the sheet more freely. Another consideration would be whether or not to include citations for documents which are not available through DTIC. The purpose of this information sheet is not to give a complete listing of all documents pertaining to the current topic but to serve as a stimulant for further searches.

A bimonthly printing schedule is typical of many database newsletters and information sheets. This schedule is more feasible in terms of allocating staff time, and the expense incurred in the printing and mailing of an information sheet. However, with our large and varied database covering a

wide range of technical and nontechnical subjects, topics recommended by intermediaries may not appear in CURRENT TOPICS FOR DROLS SEARCHERS for a long period of time. Current topics should alternate between technical and nontechnical to accommodate the variety of search requests that intermediaries receive. One alternative might be to conduct two searches per bimonthly period: one technical subject and one nontechnical subject.

The use of the two-sided page for an information sheet is not only a convenient and inexpensive format, but also handy to save for future reference. However, it does limit the number of document references that can be printed. For some current topics, this may be detrimental. An alternative might be to print only one full abstract as it appears in the Technical Report bibliography. The extra space could then be used to include more document references.

Another space limitation factor is the search strategy. Many intermediary users (22 out of 41) indicated that the search strategy itself was the most helpful feature and that the DISPLAY and ORDER commands were not necessary. However, 13 users indicated that they would like to see these commands, and 6 users indicated that either way was fine. Consideration should be given to printing these commands in at least a few information sheets.

For distribution of this information sheet, DTIC would need to develop a method of determining the intermediary users of DROLS. Initially, all present DROLS users would need to be contacted. A sample copy of the information sheet could be sent to all DROLS users. A return form to indicate whether or not the user wished to receive the information sheet and the number of copies desired would be included. In some instances, there are several searchers per terminal. By using "Requested By: Name" on the cover

page, as is done with CAB profiles, the information sheet could be forwarded to the individual requester once it reached the terminal site. A copy of this format appears in Appendix H.

After this initial process of determining intermediary users is completed, a sample information sheet and form could be included in future packets that the Management Support Office (DTIC-SM) sends to users who are registering for online access to DROLS, or registering for DROLS training.

The printing of the information sheet was discussed with Mr. Pearl Cary and Mr. Charles Reed, Printing Branch (DTIC-DPR). The cost for the paper (colored stock) and the printing, which includes the man-hours involved, would be $25.00 per 800-1000 double-sided sheets, and $20.00 per 800-1000 1-page cover letters. Mailing costs were discussed with Mr. Mitchell White, Receiving and Distribution Branch (DTIC-DPS). The cost of mailing this information sheet as an enclosure to a cover letter would be $.22 per item mailed. This cost would vary if several copies were sent to one address. The printing and mailing costs of the initial distribution of the sample information sheet would be $221.00 ($45.00 for printing and $176.00 for mailing).

RECOMMENDATIONS

As a result of the process of (1) examining the use of information bulletins as current awareness tools and search aids, (2) designing the information sheet, CURRENT TOPICS FOR DROLS SEARCHERS, and (3) evaluating this information sheet with DROLS intermediary users, I recommend that DTIC provide this information sheet to our intermediary users.

CURRENT TOPICS FOR DROLS SEARCHERS should be issued bimonthly and sent out as a one page, two-sided enclosure to a cover letter from DTIC's Office of User Services (DTIC-V) through the Administrator. At the outset, the format should be similar to the sample shown in Appendix E. An unfranked reply card should be included for users who prefer to mail in suggestions instead of telephoning DTIC. After several issues have been distributed, suggestions from users as well as staff working with the information sheet should be evaluated. There is some flexibility for changes with this format. Many of the intermediaries who have discussed an information sheet of this type with the author indicated a sincere desire to communicate with DTIC on a project such as this. Their suggestions as to current topics as well as format should be considered. The interest and enthusiasm of the DROLS users should be welcomed.

DTIC should develop a method of determining the intermediary users of DROLS for effective distribution of this information sheet. Initially, all present DROLS users should be contacted. A sample information sheet and a return form which indicates whether or not the user wishes to receive the information sheet and the number of copies desired should be sent to each DROLS user site. After this initial determination, a sample information sheet and return form should be included in the packets that the Management

Support Office (DTIC-SM) sends to users who are registering for online access to DROLS or for DROLS training.

DTIC's Office of User Services (DTIC-V) should manage the development of this information sheet as DTIC-V is responsible for training DROLS searchers and answering questions on search strategy. It is recommended that a staff member familiar with DROLS searching manage the development of the information sheet and the overall communication with the intermediary users. This staff member should coordinate a committee with one member from each of each of the following sections: the retrieval training staff in DTIC-V, the Demand Products Branch (DTIC-TOD), the Special Products and Terminology Branch (DTIC-TOS),and the Systems Design Branch (DTIC-SDD). This committee would provide an efficient way to provide input for each bimonthly information sheet. Journals from the Technical Library (DTIC-W) should also be perused.

DTIC would derive the following benefits if this information sheet were to be sent to its intermediary users of DROLS on a regular basis:

1. The information sheet would draw attention to the DROLS database. This would promote more frequent use by our by our intermediary users, those who are experienced searchers as well as new searchers.
2. Increased usage of the Technical Reports (TR) file of DROLS could result in more documents being ordered.
3. Increased usage of the TR database, over a period of time, might encourage more authors to submit their technical reports for inclusion in the TR database.
4. Increased user communication would give DTIC's Office of User Services (DTIC-V) more input into planning DROLS training programs and user conferences.

5. The increased good will of the intermediary users of DROLS would be obtained by providing a helpful searching aid.

Appendix A - Sample Pages From Publications

OUTPUT
DATA COURIER MAY/JUN 85

Search strategy

Ergonomics is not a household word. It's not even defined in most dictionaries. But it's crucial to worker productivity.

Simply put, ergonomics is the study of the relationship between workers and their environment. Human capability and psychology are being dealt with in relation to office design and equipment.

The human factor should be considered in both facility and system design to ensure maximum worker efficiency and participation. Suitable and comfortable offices or work stations - ergonomically designed - can make new technologies easier to use.

The facts

An interior designer wants to include recent information on ergonomics in a presentation to a client moving to a fully computerized and integrated office building. Her client is interested in creating an office layout to fit its workers.

Information on ergonomics can be located quickly in the ABI/INFORM® business database. ABI/INFORM covers more than 650 business and management publications worldwide.

By searching in the database, the interior designer can read 200-word summaries of articles discussing ergonomically designed offices.

The search elements

We searched ABI/INFORM using DIALOG Version 2. DIALOG 2 allows for more flexibility online, and streamlined commands speed up the entire search process.

First, we consulted Search INFORM™, the ABI/INFORM user guide, and found that ergonomics

Problem **An interior designer needs the most recent information on ergonomics for a presentation she's giving to a client moving to a new high-tech building.**

Solution **We searched ABI/INFORM® using DIALOG Version 2. The search took less than three minutes.**

```
?SS ERGONOMICS/DF AND CC=(5110 OR 5210)
        S1     228  ERGONOMICS/DF
        S2     649  CC=5110  (CN=OFFICE MANAGEMENT)
        S3    1841  CC=5210  (CN=OFFICE AUTOMATION)
        S4      97  ERGONOMICS/DF AND CC=(5110 OR 5210)
?SS S4/1984-1985
              97  S4
        S5 44671  PY=1984 - PY=1985
        S6    44  S4/1984-1985
?T6/6/1-7

6/6/1
85011844
Office Seating . . . A Productivity Enhancer

6/6/2
85010267
The Facts of Ergonomics (Part II)

6/6/3
85010150
Colour Combinations

6/6/4
85009835
Ergonomics Increases End User Productivity, Efficiency

6/6/5
85009447
Ergonomic Design - Part I

6/6/6
85009446
OA Ergonomics . . . Changing the Workplace to Fit the Worker

6/6/7
85008624
Office Design: A Tool for Increasing Productivity/The Comfort Factor in Office
Work Stations
```

Continued

SOURCE: OUTPUT, May/June, 1985

SEARCHING HIGHLIGHTS
NEED A CONFERENCE ON BRS?

This issue of *Notes & Comment* has an article announcing the addition of a document type designator to COMPENDEX records in 1985. One of these designators will be *Conference Proceedings*. To retrieve items from *Conference Proceedings* prior to 1985, use the following strategy on the BRS search system to retrieve Conference review records

BRS-SEARCH MODE-ENTER QUERY

1. human adj factor$ or human-engineering ← *Defaults to descriptor field*

RESULT 3142

2 1 and (conference or workshop or seminar or proceedings or conference adj code or eirev)

RESULT 158

3 . P 2 all/doc = 1

1 .

AN EI 8410-102874
AU Anon
IN IEEE Region 5, USA.
TI IEEE REGION 5 CONFERENCE. ELECTRICAL ENGINEERING—A CENTURY OF SERVING SOCIETY, 1984
SD IEEE Reg 5 Conf 1984. Electr Eng—A Century of Serv Soc. Wichita, Kans, USA, Apr 9-13 1984. Publ by IEEE, New York, NY, USA, 1984. Available from IEEE Service Cent (Cat n 84CH2001-6), Piscataway, NJ, USA 153p.
MJ ELECTRICAL-ENGINEERING.
MN Applications
ID HUMAN-ENGINEERING. ROBOTICS. BIOMEDICAL-EQUIPMENT. AIRCRAFT-MODEL-FOLLOWER-DESIGN. *EIREV.*
XR ENGINEERING-EDUCATION. COMPUTER-SIMULATION. ELECTRIC-POWER-SYSTEMS. COMPUTER-GRAPHICS. CONTROL-SYSTEMS
CC A462. A706. A723. A731. A901
CD IRCOER
AB This conference contains 33 papers, one of which appears in extended abstract form. The areas covered are: engineering education system simulation and modeling; power engineering, computer engineering and automation; control engineering; engineering with the handicapped. The topics discussed include: telecommunications, avionics; computer simulation techiques, power supply probability of wind energy systems; designing computer graphics applications; robot programming language, test data automation, aircraft model-follower design, simulation languages and automatic door opener. Technical and professional papers from this conference are indexed with the *conference code* no. 04343 in the EI ENGINEERING MEETINGS (TM) database produced by Engineering Information, Inc.
LG EN

Note that in search statement no. 2 the terms "conference adj code" and "EIREV" were included in addition to the terms which reflect the document type. In 1982, the identifier "EIREV" which stands for Engineering Index Review was added to COMPENDEX to simplify access to the conference reviews. Since the words "conference code" actually appear in the last sentence of conference review items since 1982, those two words linked by the adjacency operator may also be used to locate a conference.

As we previously announced, EI will publish a hardbound edition of *Engineering Conference Index*, an all-inclusive published record of the engineering meetings literature. In addition to six volumes each with its own set of indexes segmented by engineering discipline, there will be a Conference Code, Conference Book Number Index. This index will relate review records in COMPENDEX to their print counterpart in the *Engineering Conference Index*. Refer to the article on page 1 for further details on the *Engineering Conference Index*.

SOURCE: Notes & Comments, Vol. 8, No. 4, December 1984

GROWTH PRODUCTS . . . WE'RE ON TOP OF THEM ALL

Each year *Fortune* magazine contains a year-end review of "Products of the Year." In 1984, *Fortune* (December 10, 1984) selected 13 noteworthy products ranging from LA beer and Nuprin to stereo television, B-1B bombers, laser printers and the American Express platinum card. This article illustrated to us the interest *Fortune* readers have in successful new products. It is this interest in opportunity that prompts (no pun intended) our customers to use the PTS files for new product research. As a test, we searched all 13 topics and found a significant amount of information about each: from market activity in PROMT to defense contracts in DM&T. Included is: an *Advertising Age* account of Stroh's and Miller's attempt to use the LA brand name; a *Medical Marketing & Media* article announcing FDA approval of Nuprin; a 1985 sales projection for stereo televisions in *HFD-Retailing Home Furnishings*; a detailed description of Rockwell International's B-1B in *Air Force Magazine* (DM&T alone contains hundreds!) and an *American Banker* article on the platinum credit card. These and many other citations found reflect the thorough, up-to-date coverage of diverse industries and products in the PTS files.

You can be sure that *Fortune's* "Products of the Year" for 1985 and other growth products are being identified now through the vast PTS source coverage. As a PTS searcher, you are able to identify these products — and we can show you how!

Our search began with PTS U.S. Forecasts (file 81), which contains short- and long-range annual predictions appearing in the trade and business sources. We arbitrarily decided that only those products that are projected to grow at least 80% in production, shipments, sales or capacity would be considered as "high growth" products. We constructed the search as follows:

```
File81 PTS US Forecasts - 71-85 Jan
(Copr PREDICASTS inc 1985)
      Set Items  Description
? SS GR = 80 GR = 99 AND YR = 1985 AND (EC = 62 OR EC = 63 OR EC = 65 OR EC = 44)
      1  13920  GR = 80 GR = 99 ——— growth rates 80% and above
      2  58012  YR = 1985 ——— year of data
      3  25247  EC = 62 ——— event code for production
      4  31549  EC = 63 ——— event code for shipments
      5  54151  EC = 65 ——— event code for sales & consumption
      6  11300  EC = 44 ——— event code for facilities & equipment (capacity)
      7  257    1 AND 2 AND (3 OR 4 OR 5 OR 6)
```

Thus, a set was created of products with growth rates of at least 80%. Not wanting to list all 257 records, the search was narrowed to a particular product group. For the purpose of illustration, the microcomputer industry was selected and sorted by growth rate in descending order (D – largest to smallest) as follows:

```
? SS S7 AND (PC = 3573115 OR PC = 3573198)
      8   773  PC = 3573115  (PN = MICROCOMPUTERS)
      9   540  PC = 3573198  (PN = PERSONAL & HOME COMPUTERS)
      10    5  7 AND (8 OR 9)
? SORT 10/1-5/GR,D
      11    5  10/1-5/GR,D
```

One of the records projected a considerable growth rate for portable computers.

```
11/5/1
10...8 Elec Bus... 84 12 01 P... United States
  Portable computer sales
     YEAR  000 units
     1984   118
     1985   970
     1988  5500
  GROWTH RATE   161.3%
  ... ——— author of forecast
```

Once we identified the growth product in file 81, the next step was to locate recent articles in one of the PTS textual databases in order to identify market data, technological developments, company market shares and other activities that will explain the reasons for the product's projected growth. In PTS PROMT (file 16), we selected the above product codes with the term "portable" to achieve the desired results. Here are a few citations:

IBM's portable out to ... market
Advertising Age December 10, 1984 p 2 63

Epson's portable ...
Electronics Weekly July ..., 1984 p 3

NEC brings out low cost portable business computer
MIS Week December 5, 1984 p 9

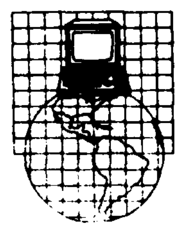
Mini-Micro World News: Apple introduces portable Apple II
Mini-Micro Systems (formerly Mod Data) ..., 1984 p 41 42

Portable computers will continue ... growth
EDP Weekly (Computer Age) September ..., 1984 p ...2

Market Place: Portable computers sudden growth ... the US ... market
Office Equipment & Products August 1984 p 75

You may want to take the application a step further by tracking licensing agreements, foreign trade and other related activity or set up an SDI to track the developments on an ongoing basis. To find your own growth products, remember to start your search in PTS Forecasts (U.S. or International) to retrieve cited predictions. Then, complement the results with a search in PROMT, F&S Index, ARA or DM&T to retrieve product and company discussions. You'll find that PTS will provide just the research support needed to identify those key opportunities.

REMEMBER: Whether it's the company of the hour, the sale of the month, the product of the year or the merger of the decade . . . PTS IS ON TOP OF THEM ALL!!



SOURCE: PTS Online News, Vol. 4, No. 1, January 1985

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This sample search was executed in the PsycINFO Database (PSYC) using BRS.

Topic: Articles about delayed childbearing

Discussion: Beginning in January, 1985 these articles have been indexed with the descriptor DELAYED PARENTHOOD. The strategy presented here for a retrospective search uses free language in several different combinations likely to be found in the title, index phrase, and descriptors. The resulting set is then ANDed with HUMAN.CT. to eliminate animal studies.

BRS SEARCH MODE ENTER QUERY

1__: (DELAY$ LATE POSTPONS) ADJ (MOTHERS FATHERS PARENTS CHILDBIRTH BIRTH CHILDBEAR$).TI,ID,DE.

RESULT 31

2__: 1 AND HUMAN.CT.

RESULT 25

1
AN 30082 71-11 8411.
AU FREEMAN-STANLEY-L RYAN-CHARLES-W MEHNERT-WILLIAM-O. SULLIVAN-LOA-J.
IN WILSON LEARNING INC. MINNEAPOLIS, MN
TI DELAYED PARENTHOOD: IMPLICATIONS FOR SCHOOL COUNSELORS.
SO SCHOOL COUNSELOR.
1984 MAR VOL 31(4) 366-372
CD SCCODV
IS 0036-6536
LG EN
YR 84
CC 3590.
PT 10.
MJ SCHOOL-COUNSELING. PARENTS. ADULTHOOD.
SC 45579 36680 01150.
ID TREND TOWARD DELAYED PARENTHOOD. IMPLICATIONS FOR SCHOOL COUNSELING.
CT HUMAN.
AB DISCUSSES THE IMPLICATIONS FOR SCHOOL COUNSELORS OF TRENDS INDICATING INCREASING AGES OF PARENTS OF CHILDREN ATTENDING SCHOOL. THE AVERAGE SCHOOL PARENT WILL BE AGED 45-60 YRS FOR CHILDREN IN GRADES 6-12. CONCERNS OF OLDER PARENTS ARE IDENTIFIED, INCLUDING CAREER CHANGES, PRERETIREMENT PLANNING, MIDLIFE UNCERTAINTIES, AND ECONOMIC CONSIDERATIONS. STRATEGIES FOR COUNSELORS TO USE IN HELPING PARENTS FACE THESE PROBLEMS ARE OUTLINED, ALONG WITH SOURCES OF COUNSELOR RESISTANCE TO WORKING WITH OLDER ADULTS. A TABLE OUTLINING PROGRAMMATIC CONTENT FOR AN ADULT COUNSELING MODEL IS INCLUDED. (10 REF).

2
TI LATE CHILDBEARERS: AN ANALYSIS OF THEIR EXPERIENCES WITH AND ATTITUDES TOWARD MARRIAGE, PARENTING AND WORK.

3
TI DELAYED CHILDBEARING: THE PSYCHOSOCIAL ASPECTS OF THE DECISION-MAKING PROCESS

4
TI AN EVALUATION OF A PARENT TRAINING PROGRAM.

5
TI THE RELATIONSHIP OF TEENAGE AND LATE CHILDBEARING MOTHERHOOD TO SUBSEQUENT IQ, EDUCATIONAL ACHIEVEMENT, AND ADJUSTMENT OF OFFSPRING

6
TI DELAYED CHILDBEARING: CORRELATES OF MATERNAL SATISFACTION AT ONE YEAR POSTPARTUM

SOURCE: PsychInfo News, Vol. 5, No. 1, March 1985

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Appendix B
List of Intermediary Users Queried

Ms. Shannon Savage
Argonne National Laboratory
Technical Information Dept.
Bldg. 203-E125
9700 S. Cass Avenue
Argonne, IL 60439

Ms. Gladys Rowe
Technical Library
Sandia Laboratories
Albuquerque, NM 87185

Mr. David Morrison
Sanders Associates, Inc.
Technical Literature Research Group
NCAI-1342
95 Canal Street
Nashua, NH 03061-2004

Ms. June Bates
USA Air Defense School
Library/Document Section
Fort Bliss, TX 79916

Ms. Barbara Fox
US Army Corps of Engineers
New Orleans District Library
LMNAS-L
P.O. Box 60267
New Orleans, LA 70160-0267

Ms. Rosa Rummel
Rosemount, Inc.
Technical Library
12001 W. 78th Street
Eden Prairie, MN 55344

Mr. Thomas McGinty
LTV Aerospace & Defense Co.
Library 3-58200, M/S EM-08
P.O. Box 650003
Dallas, TX 75265

Ms. Susan Moore
Monsanto Research Corporation
Mound Laboratory
Library
P.O. Box 32
Miamisburg, OH 45342

Ms. Barbara Maxey
Radian Corporation
Library
P.O. Box 9948
Austin, TX 78766

Mr. Darrell Shiplett
NASA Ames-Dryden Flight Research Facility
Research Library
P.O. Box 273
Edwards AFB, CA 93523

Ms. Blanche Shiflett
Defense Systems Management College
DSMC-DRI-I Bldg. 205
Ft. Belvoir, VA. 22060-5426

Ms. Patricia Prentice
Naval Air Systems Command
Technical Library, AIR226
Washington, D.C. 20361

Ms. Karen Unfried
AF Aerospace Medical Research Laboratory
AFAMRL/TSA (STINFO)
Wright-Patterson AFB, OH 45433

Mr. Gene Long
National Defense University Library
Ft. Lesley J. McNair
4th and P Streets, SW
Washington, D.C. 20319

Mr. Pat D'Eramo
Chemical R&D Center
Technical Library
Aberdeen Proving Ground, MD 21010

Mr. Patrick Larger
Foreign Technology Division
NIIR
Wright-Patterson AFB, OH 45433

Ms. Charlotte Thunen
Accurex Corporation
Technical Library
485 Clyde Avenue, MS 2-0212
Mountain View, CA 94042

Ms. Betty Fogler
USAFA/DFSELD
Library
USAF Academy
Colorado Springs, CO 80840-5721

Ms. Judith N. Hecht
University of Dayton
Research Institute
Technical Information Services Office
Room KL 505
300 College Park Avenue
Dayton, OH 45469

Ms. Maro Theologides
Honeywell, Inc.
Systems and Research Center Library
2600 Ridgway Parkway
Minneapolis, MN 55413

Ms. Joanna M. Campbell
AVCO Everett Research Laboratory
Library
2385 Revere Beach Parkway
Everett, MA 02149

Ms. Bonnie Hahn
Boeing Vertol Company
Technical Library P32-01
Box 16858
Philadelphia, PA 19142

Ms. Marianne Braithwaite
Westinghouse R&D Center
Research Library
Room MAB/401-4X60
1310 Beulah Road
Pittsburgh, PA 15235

Ms. Lois G. Melton
Research Triangle Institute
Technical Library
P.O. Box 12194
Research Triangle Park, NC 27709

Mr. William Tuceling
Thayer Engineer Library
Bldg. 290
Ft. Belvoir, VA. 22060-5011

Ms. Jennifer Hatfield
Aerospace Corporation Library
Suite 4000
955 L'Enfant Plaza, S.W.
Washington, D.C. 20024

Ms. Ellen Dobi
Air Force Geophysics Laboratory Research Library
Hanscom AFB
Bedford, MA 01731

Ms. Valerie Tucci
Air Products & Chemicals Inc.
Library R&D #1
P.O. Box 538
Allentown, Pa. 18105

Ms. Erna Suverkropp
Argo Systems Inc.
Library
884 Hermosa Court
Sunnyvale, CA 94086

Ms. Arlene Blose
Army Research Institute
PERI-POT-I
5001 Eisenhower Avenue
Alexandria, VA 22333-5600

Ms. Paula Turley
Western Space and Missile Center
WSMC/PMET Technical Library
Vandenberg AFB, CA 93437-6021

Ms. Renee Soiffer
Northrop Corporation
Library 3360-82
One Nothrop Avenue
Hawthorne, CA 90250

Ms. Barbara Yocom
Boeing Company
Kent Technical Library
P.O. Box 3707
Mail Stop 8K-39
Seattle, WA 98124

Mr. David Hulvey
Hughes Aircraft Company
Technical Library
Bldg. 600 MS-C222
P.O. Box 3310
Fullerton, CA 92634

Ms. Katherine Long
Central Intelligence Agency
OCR/DLB 1H1108
Washington, D.C. 20505

Mr. William Buckel
Battelle Columbus Laboratories
Library
505 King Avenue
Columbus, OH 43201

Ms. Claudia Norwood
Naval Sea Systems Command
Technical Library, SEA 09B312
Washington, D.C. 20362

Ms. Eva Cathey
USAOMMCS Technical Library
ATSK-AB
Bldg. 3323, West Wing
Redstone Arsenal, AL 35897-6280

Mr. Wayne McCollom
Air Weather Service
Technical Library
Scott AFB, IL 62225-5438

Ms. Betty Miller
Calspan Corporation
Technical Information Center
P.O. Box 400
Buffalo, NY 14225

Mr. Edward S. Dàrke
Center for Naval Analyses
Acquisition Unit
2000 N. Beauregard St.
Alexandria, VA 22311

Ms. Lucinda Conger
Library
Dèpartment of State
Room 3239, FAIM/LR
Washington, D.C. 20520

Mr. Dòn Guerriero
Dèfense Communications Agency
Technical & Management Information Center
Code 395
Washington, D.C.

Ms. Kathleen Cook
Airesearch Manufacturing Company
Garrett Corp.
Technical Library Dèpt. 93-45/T-40
2525 West 109th St.
Torrance, CA 90509

Mr. Bohdan Kohutiak
US Army War College
Library
Carlisle Barracks, PA 17013-5050

Ms. Charleen Gordon
US Army Logistics Center
Bldg. 10500
Library ATCL-DA
Ft. Lee, VA. 23801-6000

Mr. George Billy
US Merchant Marine Academy
Bland Memorial Library
Kings Point, NY 11024

Mr. Mark Baldwin
Raytheon Company
Technical Information Center, MS 111
P.O. Box 360
Portsmouth, RI 02871

Ms. Jane Doggett
University of Washington
Applied Physics Laboratory
1013 NE 40th Street
Seattle, WA. 98105

Ms. Linda Gaunt
USACDEC Technical Information Center
Bldg. 2925
Ft. Ord. CA 93941

Mr. Fred Fuller
US Army Institute for Military Assistance
Marquat Memorial Library
JFK Hall, Room 140
Fort Bragg, NC 28307

Ms. Erma Kauer
E.I. Dupont DeNemours & Co., Inc.
Savannah River Laboratory
Bldg. 773A Library
Aiken, SC 29808

Ms. Jean McCall
Yuma Proving Ground
STEYP-F10-TL
Yuma, AZ 85365

Mr. Frank Mastervrotie
Mitre Corporation
Technical Report Center
P.O. Box 208
Bedford, MA. 01730

Ms. Lori Karnath
Dow Corning Corporation
Information Center Libraries--Midland
3901 S. Saginaw Road
P.O. Box 1592
Midland, MI 48640

Ms. Alvette Smythe
David W. Taylor Naval Ship R&D Center
Library Code 5222
Annapolis, MD 21402

Mr. Richard Bartl
IIT Research Institute
GACIAC
10 W. 35th Street
Chicago, IL 60616

Ms. Jan Bond
Atlantic Research Corporation
Library
5390 Cherokee Avenue
Alexandria, VA 22314

Ms. Betty Schubert
Institute for Defense Analysis
1801 N. Beauregard Street
Alexandria, VA 22311

Ms. Marcie Stone
US Army Library
ANRAL
Room 1A518, Pentagon
Washington, D.C. 20310

Ms. Lydia O. Johnstone
Williams International
M/S 5-12 (Library)
P.O. Box 200
Walled Lake, MI 48088

Ms. Gloria Fine
Dynamac Corporation
Dynamac Building
Library
11140 Rockville Pike
Rockville, MD 20852

Ms. Marjorie Rust
US Army Operational Test
& Evaluation Agency
Technical Library, Room 503
5600 Columbia Pike
Falls Church, VA 22041

Mr. Michael Duffy
General Electric Company
Ordnance Systems Division
100 Plastics Avenue, MS 1050
Pittsfield, MA 01201

Ms. Leona Loughlin
Massachusetts Institute of Technology
Lincoln Laboratory
Library A082
244 Wood Street
Lexington, MA 02173

Mr. Paul Nergelovic
US Military Academy
Documents Collection/Academy Library
West Point, NY 10996-1779

Appendix C - Questionnaire-1

Hello. My name is Marian Delmore, and I'm an intern at the Defense Technical Information Center. I'm working on an intern project which involves designing a two-page, bimonthly current awareness information sheet for DROLS searchers who are intermediary users.

I would like to ask you a few questions today and then send you a copy of the tool I design. I would then call you to note your reactions. Would you like to participate?

Organization Name:

Organization Address:

Contact:

Telephone Number:

- ☐ DoD
  - ☐ Army
  - ☐ Navy
  - ☐ Air Force
  - ☐ Other DoD
- ☐ Other Government
- ☐ Contractors

1. Would you characterize yourself as
   - ☐ DROLS Searcher
   - ☐ Reference Librarian
   - ☐ Both

2. Does your library receive DTIC's Current Awareness Bibliography (CAB) service?

What subject areas?

How are CABs used in your organization?

How do you use CABs in your library?

3. How often do you search the Technical Reports Data Base on DROLS?

- ☐ 1 - 4 times per month
- ☐ 5 - 10 times per month
- ☐ 11 - 20 times per month
- ☐ Over 20 times per month

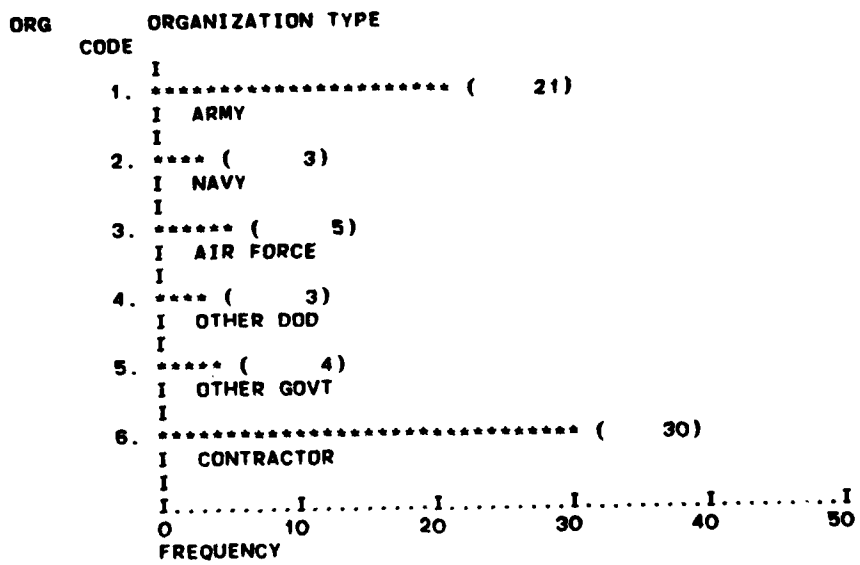
4. What possible subject areas would you like to see discussed in a publication?

5. What current awareness projects/activities does your library have?

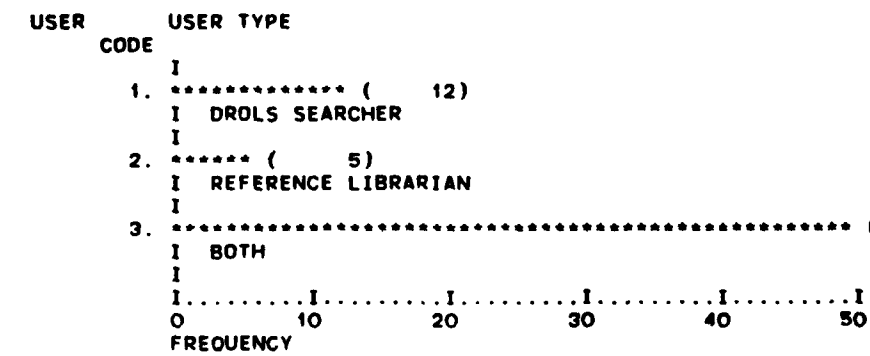
- ☐ Accessions list
- ☐ Circulation of newsletter(s)
- ☐ Circulation of Current Contents or similar publication
- ☐ Subscribe to other SDI services,ie, from DIALOG, BRS, SDC

6. What other services does your library use?

Appendix D - Histograms



MEAN	3.848	STD ERR	.277	MEDIAN	4.750
MODE	6.000	STD DEV	2.248	VARIANCE	5.054
KURTOSIS	-1.776	SKEWNESS	-.283	RANGE	5.000
MINIMUM	1.000	MAXIMUM	6.000		
VALID CASES	66	MISSING CASES	0		



MEAN	2.561	STD ERR	.097	MEDIAN	2.827
MODE	3.000	STD DEV	.787	VARIANCE	.619
KURTOSIS	.089	SKEWNESS	-1.378	RANGE	2.000
MINIMUM	1.000	MAXIMUM	3.000		
VALID CASES	66	MISSING CASES	0		

```
ACCESS    USE ACCESSIONS LIST
     CODE
          I
       1. ************************************************** (    48)
          I  YES
          I
       2. ****************** (    18)
          I  NO
          I
          I.........I.........I.........I.........I.........I
          0        10        20        30        40        50
          FREQUENCY

MEAN           1.273      STD ERR         .055      MEDIAN        1.188
MODE           1.000      STD DEV         .449      VARIANCE       .201
KURTOSIS       -.938      SKEWNESS       1.045      RANGE         1.000
MINIMUM        1.000      MAXIMUM        2.000

VALID CASES      66       MISSING CASES     0
```

```
CURRCON   USE CURRENT CONTENTS
     CODE
          I
       1. ******************************** (    30)
          I  YES
          I
       2. ************************************ (    36)
          I  NO
          I
          I.........I.........I.........I.........I.........I
          0        10        20        30        40        50
          FREQUENCY

MEAN           1.545      STD ERR         .062      MEDIAN        1.583
MODE           2.000      STD DEV         .502      VARIANCE       .252
KURTOSIS      -2.027      SKEWNESS       -.187      RANGE         1.000
MINIMUM        1.000      MAXIMUM        2.000

VALID CASES      66       MISSING CASES     0
```

```
08/06/85          FILE - NONAME    - CREATED 08/06/85

SDI       USE OTHER SDI SERVICES
     CODE
          I
        1. ************************************** (    38)
          I  YES
          I
        2. ***************************** (    28)
          I  NO
          I
          I.........I.........I.........I.........I.........I
          0         10        20        30        40        50
          FREQUENCY

MEAN           1.424      STD ERR         .061      MEDIAN         1.368
MODE           1.000      STD DEV         .498      VARIANCE        .248
KURTOSIS      -1.962      SKEWNESS        .314      RANGE          1.000
MINIMUM        1.000      MAXIMUM        2.000

VALID CASES       66      MISSING CASES      0
```

```
NTIS      USE NTIS ABS-NEWSLETTERS
     CODE
          I
        1. ********************************** (    35)
          I  YES
          I
        2. ******************************** (    31)
          I  NO
          I
          I.........I.........I.........I.........I.........I
          0         10        20        30        40        50
          FREQUENCY

MEAN           1.470      STD ERR         .062      MEDIAN         1.443
MODE           1.000      STD DEV         .503      VARIANCE        .253
KURTOSIS      -2.048      SKEWNESS        .124      RANGE          1.000
MINIMUM        1.000      MAXIMUM        2.000

VALID CASES       66      MISSING CASES      0
```

```
NEWS      USE OTHER ABS-NEWSLETTERS
     CODE
                I
       1.       ********************************* (    59)
                I  YES
                I
       2.       ***** (     7)
                I  NO
                I
                I.........I.........I.........I.........I.........I
                0         20        40        60        80        100
                FREQUENCY

MEAN            1.106     STD ERR         .038     MEDIAN          1.059
MODE            1.000     STD DEV         .310     VARIANCE         .096
KURTOSIS        5.008     SKEWNESS       2.619     RANGE           1.000
MINIMUM         1.000     MAXIMUM        2.000

VALID CASES       66      MISSING CASES     0
```

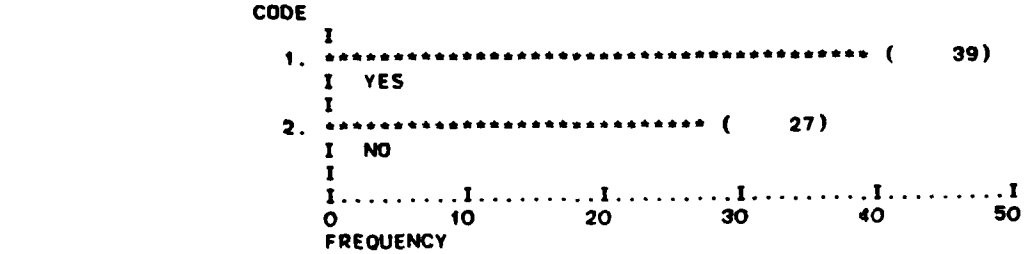
```
TR        TR SEARCH PER MO
     CODE
                I
       1.       ************************ (    23)
                I  1-4
                I
       2.       ************ (    11)
                I  5-10
                I
       3.       ********** (     9)
                I  11-20
                I
       4.       ************************ (    23)
                I  OVER 20
                I
                I.........I.........I.........I.........I.........I
                0         10        20        30        40        50
                FREQUENCY

MEAN            2.485     STD ERR         .159     MEDIAN          2.409
MODE            1.000     STD DEV        1.292     VARIANCE        1.669
KURTOSIS       -1.725     SKEWNESS        .034     RANGE           3.000
MINIMUM         1.000     MAXIMUM        4.000

VALID CASES       66      MISSING CASES     0
```

CAB CAB USER

CODE



MEAN	1.409	STD ERR	.061	MEDIAN	1.346
MODE	1.000	STD DEV	.495	VARIANCE	.245
KURTOSIS	*-1.916*	*SKEWNESS*	*.378*	*RANGE*	*1.000*
MINIMUM	1.000	MAXIMUM	2.000		
VALID CASES	66	MISSING CASES	0		

Appendix E - Crosstabulations

CROSSTABULATION OF ACCESS USE ACCESSIONS LIST BY USER USER TYPE — PAGE 1 OF 1

ACCESS	USER: COUNT / ROW PCT / COL PCT / TOT PCT	IDROLS SEARCHER 1.	REFERENCE LIBRAR 2.	BOTH 3.	ROW TOTAL
YES	1.	7	1	40	48
		14.6	2.1	83.3	72.7
		58.3	20.0	81.6	
		10.6	1.5	60.6	
NO	2.	5	4	9	18
		27.8	22.2	50.0	27.3
		41.7	80.0	18.4	
		7.6	6.1	13.6	
	COLUMN TOTAL	12	5	49	66
		18.2	7.6	74.2	100.0

3 OUT OF 6 (50.0%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY = 1.364
CHI SQUARE = 10.22099 WITH 2 DEGREES OF FREEDOM SIGNIFICANCE = .0060
CRAMER'S V = .39353
CONTINGENCY COEFFICIENT = .36619
LAMBDA (ASYMMETRIC) = .16667 WITH ACCESS DEPENDENT. = .00000 WITH USER DEPENDENT.
LAMBDA (SYMMETRIC) = .08571
UNCERTAINTY COEFFICIENT (ASYMMETRIC) = .12028 WITH ACCESS DEPENDENT. = .09700 WITH USER DEPENDENT
UNCERTAINTY COEFFICIENT (SYMMETRIC) = .10740
KENDALL'S TAU B = -.30169 SIGNIFICANCE = .0063
KENDALL'S TAU C = -.24334 SIGNIFICANCE = .0063
GAMMA = -.56989
SOMERS'S D (ASYMMETRIC) = -.29675 WITH ACCESS DEPENDENT. = -.30671 WITH USER DEPENDENT.
SOMERS'S D (SYMMETRIC) = -.30165
ETA = .39353 WITH ACCESS DEPENDENT. = .26532 WITH USER DEPENDENT.
PEARSON'S R = -.26532 SIGNIFICANCE = .0157

CROSSTABULATION OF CURRCON USE CURRENT CONTENTS BY USER USER TYPE — PAGE 1 OF 1

CURRCON	USER: COUNT / ROW PCT / COL PCT / TOT PCT	IDROLS SEARCHER 1.	REFERENCE LIBRAR 2.	BOTH 3.	ROW TOTAL
YES	1.	4	2	24	30
		13.3	6.7	80.0	45.5
		33.3	40.0	49.0	
		6.1	3.0	36.4	
NO	2.	8	3	25	36
		22.2	8.3	69.4	54.5
		66.7	60.0	51.0	
		12.1	4.5	37.9	
	COLUMN TOTAL	12	5	49	66
		18.2	7.6	74.2	100.0

2 OUT OF 6 (33.3%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY = 2.273
CHI SQUARE = 1.01669 WITH 2 DEGREES OF FREEDOM SIGNIFICANCE = .6015
CRAMER'S V = .12411
CONTINGENCY COEFFICIENT = .12317
LAMBDA (ASYMMETRIC) = .00000 WITH CURRCON DEPENDENT. = .00000 WITH USER DEPENDENT.
LAMBDA (SYMMETRIC) = .00000
UNCERTAINTY COEFFICIENT (ASYMMETRIC) = .01138 WITH CURRCON DEPENDENT. = .01079 WITH USER DEPENDENT.
UNCERTAINTY COEFFICIENT (SYMMETRIC) = .01108
KENDALL'S TAU B = -.12016 SIGNIFICANCE = .1602
KENDALL'S TAU C = -.10836 SIGNIFICANCE = .1602
GAMMA = -.26697
SOMERS'S D (ASYMMETRIC) = -.13214 WITH CURRCON DEPENDENT. = -.10926 WITH USER DEPENDENT.
SOMERS'S D (SYMMETRIC) = -.11961
ETA = .12411 WITH CURRCON DEPENDENT. = .12397 WITH USER DEPENDENT.
PEARSON'S R = -.12397 SIGNIFICANCE = .1607

CROSSTABULATION OF SDI USE OTHER SDI SERVICES BY USER USER TYPE

SDI	COUNT / ROW PCT / COL PCT / TOT PCT	USER: IDROLS SE ARCHER 1.	REFERENC E LIBRAR 2.	BOTH 3.	ROW TOTAL
YES	1.	8	1	29	38
		21.1	2.6	76.3	57.6
		66.7	20.0	59.2	
		12.1	1.5	43.9	
NO	2.	4	4	20	28
		14.3	14.3	71.4	42.4
		33.3	80.0	40.8	
		6.1	6.1	30.3	
	COLUMN	12	5	49	66
	TOTAL	18.2	7.6	74.2	100.0

2 OUT OF 6 (33.3%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY = 2.121
CHI SQUARE = 3.34811 WITH 2 DEGREES OF FREEDOM SIGNIFICANCE = .1875
CRAMER'S V = .22523
CONTINGENCY COEFFICIENT = .21973
LAMBDA (ASYMMETRIC) = .10714 WITH SDI DEPENDENT. = .00000 WITH USER DEPENDENT.
LAMBDA (SYMMETRIC) = .06667
UNCERTAINTY COEFFICIENT (ASYMMETRIC) = .03810 WITH SDI DEPENDENT. = .03575 WITH USER DEPENDENT.
UNCERTAINTY COEFFICIENT (SYMMETRIC) = .03689
KENDALL'S TAU B = -.02462 SIGNIFICANCE = .4193
KENDALL'S TAU C = -.02204 SIGNIFICANCE = .4193
GAMMA = -.05357
SOMERS'S D (ASYMMETRIC) = -.02688 WITH SDI DEPENDENT. = -.02256 WITH USER DEPENDENT.
SOMERS'S D (SYMMETRIC) = -.02453
ETA = .22523 WITH SDI DEPENDENT. = .01189 WITH USER DEPENDENT.
PEARSON'S R = .01190 SIGNIFICANCE = .4622

CROSSTABULATION OF NTIS USE NTIS ABS-NEWSLETTERS BY USER USER TYPE

NTIS	COUNT / ROW PCT / COL PCT / TOT PCT	USER: IDROLS SE ARCHER 1.	REFERENC E LIBRAR 2.	BOTH 3.	ROW TOTAL
YES	1.	5	3	27	35
		14.3	8.6	77.1	53.0
		41.7	60.0	55.1	
		7.6	4.5	40.9	
NO	2.	7	2	22	31
		22.6	6.5	71.0	47.0
		58.3	40.0	44.9	
		10.6	3.0	33.3	
	COLUMN	12	5	49	66
	TOTAL	18.2	7.6	74.2	100.0

2 OUT OF 6 (33.3%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY = 2.348
CHI SQUARE = .80407 WITH 2 DEGREES OF FREEDOM SIGNIFICANCE = .6690
CRAMER'S V = .11038
CONTINGENCY COEFFICIENT = .10971
LAMBDA (ASYMMETRIC) = .06452 WITH NTIS DEPENDENT. = .00000 WITH USER DEPENDENT.
LAMBDA (SYMMETRIC) = .04167
UNCERTAINTY COEFFICIENT (ASYMMETRIC) = .00882 WITH NTIS DEPENDENT. = .00839 WITH USER DEPENDENT.
UNCERTAINTY COEFFICIENT (SYMMETRIC) = .00860
KENDALL'S TAU B = -.07924 SIGNIFICANCE = .2561
KENDALL'S TAU C = -.07163 SIGNIFICANCE = .2561
GAMMA = -.17333
SOMERS'S D (ASYMMETRIC) = -.08735 WITH NTIS DEPENDENT. = -.07189 WITH USER DEPENDENT.
SOMERS'S D (SYMMETRIC) = -.07887
ETA = .11038 WITH NTIS DEPENDENT. = .09247 WITH USER DEPENDENT.
PEARSON'S R = -.09247 SIGNIFICANCE = .2301

* * * * * * * * * * * * * * * * * * C R O S S T A B U L A T I O N   O F * * * * * * * * * * * * * * * * *

NEWS   USE OTHER ABS-NEWSLETTERS   BY USER   USER TYPE

NEWS	USER COUNT ROW PCT COL PCT TOT PCT	IDROLS SE ARCHER 1.	REFERENC E LIBRAR 2.	BOTH 3.	ROW TOTAL
YES	1.	9 15.3 75.0 13.6	5 8.5 100.0 7.6	45 76.3 91.8 68.2	59 89.4
NO	2.	3 42.9 25.0 4.5	0 .0 .0 .0	4 57.1 8.2 6.1	7 10.6
	COLUMN TOTAL	12 18.2	5 7.6	49 74.2	66 100.0

3 OUT OF 6 (50.0%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY = .530
CHI SQUARE = 3.52389 WITH 2 DEGREES OF FREEDOM SIGNIFICANCE = .1717
CRAMER'S V = .23107
CONTINGENCY COEFFICIENT = .22514
LAMBDA (ASYMMETRIC) = .00000 WITH NEWS DEPENDENT. = .00000 WITH USER DEPENDENT.
LAMBDA (SYMMETRIC) = .00000
UNCERTAINTY COEFFICIENT (ASYMMETRIC) = .07701 WITH NEWS DEPENDENT. = .03585 WITH USER DEPENDENT.
UNCERTAINTY COEFFICIENT (SYMMETRIC) = .04892
KENDALL'S TAU B = -.15478 SIGNIFICANCE = .1002
KENDALL'S TAU C = -.08632 SIGNIFICANCE = .1002
GAMMA = -.45631
SOMERS'S D (ASYMMETRIC) = -.10526 WITH NEWS DEPENDENT. = -.22760 WITH USER DEPENDENT.
SOMERS'S D (SYMMETRIC) = -.14395
ETA = .23107 WITH NEWS DEPENDENT. = .18424 WITH USER DEPENDENT.
PEARSON'S R = -.18424 SIGNIFICANCE = .0693

* * * * * * * * * * * * * * * * * * C R O S S T A B U L A T I O N   O F * * * * * * * * * * * * * * * * *

CAB   CAB USER   BY USER   USER TYPE

CAB	USER COUNT ROW PCT COL PCT TOT PCT	IDROLS SE ARCHER 1.	REFERENC E LIBRAR 2.	BOTH 3.	ROW TOTAL
YES	1.	6 15.4 50.0 9.1	2 5.1 40.0 3.0	31 79.5 63.3 47.0	39 59.1
NO	2.	6 22.2 50.0 9.1	3 11.1 60.0 4.5	18 66.7 36.7 27.3	27 40.9
	COLUMN TOTAL	12 18.2	5 7.6	49 74.2	66 100.0

3 OUT OF 6 (50.0%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY = 2.045
CHI SQUARE = 1.51732 WITH 2 DEGREES OF FREEDOM SIGNIFICANCE = .4683
CRAMER'S V = .15162
CONTINGENCY COEFFICIENT = .14991
LAMBDA (ASYMMETRIC) = .03704 WITH CAB DEPENDENT. = .00000 WITH USER DEPENDENT.
LAMBDA (SYMMETRIC) = .02273
UNCERTAINTY COEFFICIENT (ASYMMETRIC) = .01677 WITH CAB DEPENDENT. = .01562 WITH USER DEPENDENT.
UNCERTAINTY COEFFICIENT (SYMMETRIC) = .01618
KENDALL'S TAU B = -.13303 SIGNIFICANCE = .1356
KENDALL'S TAU C = -.11846 SIGNIFICANCE = .1356
GAMMA = -.28477
SOMERS'S D (ASYMMETRIC) = -.14446 WITH CAB DEPENDENT. = -.12251 WITH USER DEPENDENT.
SOMERS'S D (SYMMETRIC) = -.13258
ETA = .15162 WITH CAB DEPENDENT. = .12375 WITH USER DEPENDENT.
PEARSON'S R = -.12375 SIGNIFICANCE = .1611

TR	COUNT / ROW PCT / COL PCT / TOT PCT	USER: 1.I ARCHER	2.I ROLS SE REFERENC E LIBRAR	3.I BOTH	ROW TOTAL
1-4	1.	3	2	18	23
		13.0	8.7	78.3	34.8
		25.0	40.0	36.7	
		4.5	3.0	27.3	
5-10	2.	3	0	8	11
		27.3	.0	72.7	16.7
		25.0	.0	16.3	
		4.5	.0	12.1	
11-20	3.	2	2	5	9
		22.2	22.2	55.6	13.6
		16.7	40.0	10.2	
		3.0	3.0	7.6	
OVER 20	4.	4	1	18	23
		17.4	4.3	78.3	34.8
		33.3	20.0	36.7	
		6.1	1.5	27.3	
	COLUMN TOTAL	12 / 18.2	5 / 7.6	49 / 74.2	66 / 100.0

8 OUT OF 12 (66.7%) OF THE VALID CELLS HAVE EXPECTED CELL FREQUENCY LESS THAN 5.0.
MINIMUM EXPECTED CELL FREQUENCY = .682
CHI SQUARE = 5.18570 WITH 6 DEGREES OF FREEDOM SIGNIFICANCE = .5202
CRAMER'S V = .19821
CONTINGENCY COEFFICIENT = .26990
LAMBDA (ASYMMETRIC) = .02326 WITH TR DEPENDENT. = .00000 WITH USER DEPENDENT.
LAMBDA (SYMMETRIC) = .01667
UNCERTAINTY COEFFICIENT (ASYMMETRIC) = .03018 WITH TR DEPENDENT. = .08420 WITH USER DEPENDENT.
UNCERTAINTY COEFFICIENT (SYMMETRIC) = .03877
KENDALL'S TAU B = -.01956 SIGNIFICANCE = .4304
KENDALL'S TAU C = -.01584 SIGNIFICANCE = .4304
GAMMA = -.03911
SOMERS'S D (ASYMMETRIC) = -.02576 WITH TR DEPENDENT. = -.01486 WITH USER DEPENDENT.
SOMERS'S D (SYMMETRIC) = -.01884
ETA = .03889 WITH TR DEPENDENT. = .14399 WITH USER DEPENDENT.
PEARSON'S R = -.02935 SIGNIFICANCE = .4075

Appendix F - Information Sheet

CURRENT TOPICS FOR DROLS SEARCHERS

TERRORISM

International terrorism is a problem of continuing concern; information on this subject is frequently needed by DTIC users from the military forces, government agencies, and contractors. These requesters may want reports dealing with aspects as varied as the technical, tactical, political, and psychological aspects of terrorism.

SEARCH REQUEST

A library patron who is a military analyst needs current reports to update a study on terrorism in Europe and the Middle East.

ANALYSIS

The Technical Reports File is searched for relevant reports. DTIC Posting Terms entered on the first level are masked (%) for maximum effectiveness. An option would have been to use the hierarchical term UNCONVENTIONAL WARFARE. However, it was not used because it encompasses information on GUERILLA WARFARE and COUNTERINSURGENCY which was not wanted. Open-ended terms were added to cover more possibilities; SKYJACK is an example of a term recently coined to describe a particular problem.

SEARCH STRATEGY

@STR@	First Level:
%TERROR	DTIC POSTING TERMS
%AIRCRAFT HIJACK	
%SABOTAGE	
%HOSTAGE	
%KIDNAP	
%ANTITERROR	Open-ended Terms
%COUNTERTERROR	
%POLITICAL TERROR	
%NUCLEAR TERROR	
%HIJACK	
%SKYJACK	
%POLITICAL KIDNAP	
%RANSOM	
AND	Second Level:
$EUROPE	DTIC Posting Terms
$MIDDLE EAST	
AND	Third Level:
?24%84	Dates
?24%85	
END	

AD-A153 072 15/7 15/3 15/4

RAND CORP SANTA MONICA CA

(U) The Lessons of Beirut. Testimony Before the Long Commission.

FEB 84 19P

PERSONAL AUTHORS: Jenkins,B. M. ;

REPORT NO. RAND/N-2114-RC

MONITOR: SBI
AD-F830 700

UNCLASSIFIED REPORT

SUPPLEMENTARY NOTE: Text of a briefing given 17 November 1983 to the Long Commission on the Beirut International Airports (BIA) Terrorist Act of 23 October 1983. Commission report included as Appendix.

ABSTRACT: (U) The attack on the Marine Headquarters in Beirut conforms to several trends in international terrorism: It was an attack calculated to cause heavy casualties. It involved the use of a vehicle loaded with explosives. There is a high probability that the attack was instigated by a government. The attack raises a number of difficult questions: How can the Marines in Lebanon or other American forces in similar situations be protected against further terrorist attacks? Who was responsible for the attack? And if we can identify who was ultimately responsible, what response, if any, is appropriate? This paper briefly reviews some of the recent trends in terrorism and examines the implications of growing international terrorism for the U.S. military.

DESCRIPTORS: (U) *TERRORISM, *PREVENTION, *PROTECTION, *MILITARY OPERATIONS, *LEBANON, BOMBING, MARINE CORPS PERSONNEL, MARINE CORPS, GOVERNMENT(FOREIGN), MILITARY ASSISTANCE, INTELLIGENCE

IDENTIFIERS: (U) *International Terrorism, *Trends, *Implications, Marine Headquarters, Beirut, 3814

A second level of geographical hierarchical terms, $EUROPE, $MIDDLE EAST, was ANDed to the first level to limit the search and obtain more specific results.

If the requester was only interested in the vulnerability of U.S. Military Forces, this search could be further limited by ANDing another level, using the hierarachical terms: $MILITARY FORCES (UNITED STATES), $MILITARY PERSONNEL. If search results were too broad, this would be advisable.

A third level is ANDed to the search containing the masked (%) dates: ?24%84, ?24%85. Using role code 24 with masking limits the search to these two years.

This search produced 17 varied technical reports. Two complete records and several report citations are printed in the opposite column.

If this patron would like to determine whether there is ongoing research reported on this topic, this search could be expanded by entering the Work Unit Information File using the @SWUWPS@ retrieval command (Search Work Unit Information File with previous strategy).

Please note: If you would like to see a particular topic of current interest reviewed, please call Ms. M. Delmore, (202) 274-5367 or AUTOVON 284-5367.

AD-B086 290 15/7 5/10

AIR COMMAND AND STAFF COLL MAXWELL AFB AL

(U) The Role of the Air Force in Psychological Operations.

DESCRIPTIVE NOTE: Student rept..

APR 84 32P

PERSONAL AUTHORS: Lewis,B. W. ;

REPORT NO. ACSC-84-1565

UNCLASSIFIED REPORT

Distribution limited to U.S. Gov't. agencies and their contractors; Administrative/Operational Use; 5 Oct 84. Other requests must be referred to ACSC/EDCC, Maxwell AFB, AL 36112.

ABSTRACT: (U) Today, psychological operations receives little attention from the military, yet it affects many important military objectives. Because of this lack of attention, the Air Force has identified it as an area needing improvement. Psychological operations can be applied to all areas of military conflict, but it is an important instrument of power at the lower levels of conflict, which include terrorism and guerrilla warfare. These low levels of conflict are important to the United States military because they are the most probable areas for military involvement. This paper will show the many military areas affected by psychological operations and why the Air Force needs better training in this are for its leaders.

DESCRIPTORS: (U) *Air Force operations, *Psychological operations, *Psychological warfare, History, Missions, Propaganda, Deception, Deterrence, Terrorism, Power, Conflict, USSR

IDENTIFIERS: (U) *PSYOPS(Psychological Operations)

AD-P004 501 Federal Bureau of Investigation, Washington, D.C. Motives and Tactics of Terrorist Groups, April 1984.

AD-A153 072 Rand Corporation, Santa Monica, CA. The Lessons of Beirut. Testimony Before the Long Commission, February 1984.

AD-B090 880L Armed Forces Staff College, Norfolk, VA. The Iranian Hostage Rescue Mission. What Went Wrong? November, 1984.

AD-B086 290 Air Command and Staff College, Maxwell Air Force Base, AL. The Role of the Air Force in Psychological Operations, April 1984.

AD-A152 566 Rand Corporation, Santa Monica, CA. Right-Wing Terrorism in Europe Since 1980, October 1984.

AD-A140 872 Army War College, Carlisle Barracks, PA. A Critical Examination of Planning Imperatives Applicable to Hostage Rescue Operations, April 1984.

AD-B751 191 Rand Corporation, Santa Monica, CA. Trends in International Terrorism, 1982 and 1983, August 1984.

Appendix G - Questionnaire-2

CONTENT

1. Is this current topic sheet informative? Yes____ No____

   If you don't search on this type of topic, could your subject area(s) be presented in this format? Yes____ No____

2. Is enough information provided? Yes____ No____

3. Would you like to see commands printed out to show display, ordering, etc. information? Yes____ No____

FORMAT

1. Is the overall format easy to read? Yes____ No____

2. Do you like the two-column format? Yes____ No____

   Would you prefer a typical text format? Yes____ No____

3. Would you prefer document references printed in the actual DROLS format? Yes____ No____

4. Would you save this sheet for future reference? Yes____ No____

5. Is color of this sheet pleasing? Yes____ No____

   Other choices: white buff yellow pink blue

6. Would you like to see a non-franked reply card included for making subject suggestions? Yes____ No____

7. Do you have any further suggestions? Yes____ No____

Thank you very much for your time.

Appendix H - Sample of "Requested By: Name" Format

DEFENSE TECHNICAL INFORMATION CENTER

DEFENSE LOGISTICS AGENCY

CURRENT AWARENESS BIBLIOGRAPHY

DEFENSE TECHNICAL INFORMATION CENTER
CAMERON STATION
ALEXANDRIA, VIRGINIA 22304-6145

POSTAGE AND FEES PAID
DEFENSE LOGISTICS AGENCY
DOD 304

OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE $300

FIRST CLASS

o

28487
ADMINISTRATOR
DEF TECHNICAL INF CTR
ATTN: DTIC-TOS
CAMERON STA BG 5
ALEXANDRIA, VA 22314

POSTMASTER DO NOT FORWARD
RETURN TO SENDER

REQUESTED BY: LESSER, B DTIC-TOS

PREVIOUS PAGE IS BLANK

FOOTNOTES

[1]Robert Spiegel, "How to Reach Your Online Market," National Online Meeting, New York, April 30-May 2, 1985, Proceedings - 1985, (Medford, N.J.: Learned Information, 1985), p. 445.

[2]Carol Karolow, "Intermediaries," National Online Meeting, New York, April 30-May 2, 1985, Proceedings - 1985, (Medford, N.J.: Learned Information, 1985), pp. 251-254.

[3]Claire Guinchat and Michel Menou, General Introduction to the Techniques of Information and Documentation Work (Paris: UNESCO, 1983), pp. 226-231.

[4]U.S. Department of Defense, Defense Technical Information Center, DTIC 2000 - A Corporate Plan for the Future, ADA 143900, DTIC/TR-84/3, (July 1984), pp. 7-1 - 7-4.

[5]Dena W. Gordon and Jeannene S. Manning, "Marketing Literature Winners in the Online Industry," National Online Meeting, New York, April 30-May 2, 1985, Proceedings - 1985, (Medford, N.J.: Learned Information, 1985), pp. 167-172.

[6]Brian Stanford-Smith, "Examination of the Marketing Implications for Information Products and Services," National Online Meeting, New York, April 10-12, 1984, Proceedings - 1984, (Medford, N.J.: Learned Information, 1984), pp. 211-222.

[7]Phil W. Williams, "How Do We Help the End User?" National Online Meeting, New York, April 30-May 2, 1985, Proceedings - 1985, (Medford, N.J.: Learned Information, 1985), pp. 495-498.

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